

# Enterprise Incident Report August 2012

As of 9/4/2012

AGRC

## First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
AGRC	Application Services	Dustin Crump	0 0	1 0	0 0	1 0
		Martin Gonzalez	0 0	1 1	0 0	1 1
		Terry Forsgren	0 0	1 0	0 0	1 0
		Tony Larsen	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	4 1	0 0	4 1
	Capitol Hosting	Conn Peterson	0 0	1 0	0 0	1 0
		Joe Benson	1 0	3 0	1 0	5 0
		Matt Dunlap	0 0	2 0	0 0	2 0
		<b>Assigned to Individual Total</b>	1 0	6 0	1 0	8 0
	Help Desk	Eileen Dubach	0 0	1 1	0 0	1 1
		Julie VanBeekum	0 0	2 2	0 0	2 2

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			High	Low	Medium	FCR Total	
AGRC	Help Desk	Assigned to Individual Total	0 0	3 3	0 0	3 3	
		Internal Application Development and Support	John Bracken	0 0	1 0	0 0	1 0
	Assigned to Individual Total		0 0	1 0	0 0	1 0	
	Metro B Desktop Support	Peter Musser	0 0	1 0	0 0	1 0	
		Assigned to Individual Total	0 0	1 0	0 0	1 0	
	Network Operations	Jared Elzinga	0 0	2 0	0 0	2 0	
		Kelli Okumura	0 0	1 0	0 0	1 0	
		Michael Ostrander	0 0	0 0	1 0	1 0	
		Assigned to Individual Total	0 0	3 0	1 0	4 0	
	Voice Operations	Romanza Hamblin Sorensen	0 0	1 1	0 0	1 1	
		Assigned to Individual Total	0 0	1 1	0 0	1 1	
	Assigned Group Total		1 0	19 5	2 0	22 5	
	Customer Company Total			1 0	19 5	2 0	22 5

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## Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
AGRC	Application Services	Dustin Crump	0 0	1 0	0 0	1 0
		Martin Gonzalez	0 0	1 0	0 0	1 0
		Terry Forsgren	0 0	1 1	0 0	1 1
		Tony Larsen	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	4 1	0 0	4 1
	Capitol Hosting	Conn Peterson	0 0	1 1	0 0	1 1
		Joe Benson	1 0	3 0	1 0	5 0
		Matt Dunlap	0 0	2 0	0 0	2 0
		<b>Assigned to Individual Total</b>	1 0	6 1	1 0	8 1
	Help Desk	Eileen Dubach	0 0	1 0	0 0	1 0
		Julie VanBeekum	0 0	2 0	0 0	2 0

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			High	Low	Medium	MIR Total
AGRC	Help Desk	Assigned to Individual Total	0 0	3 0	0 0	3 0
	Internal Application Development and Support	John Bracken	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro B Desktop Support	Peter Musser	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Network Operations	Jared Elzinga	0 0	2 0	0 0	2 0
		Kelli Okumura	0 0	1 0	0 0	1 0
		Michael Ostrander	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	3 0	1 0	4 0
	Voice Operations	Romanza Hamblin Sorensen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Assigned Group Total		1 0	19 2	2 0	22 2
Customer Company Total			1 0	19 2	2 0	22 2

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## Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
AGRC	Application Services	Dustin Crump	0 0.00	1 0.13	0 0.00	1 0.13
		Martin Gonzalez	0 0.00	1 0.32	0 0.00	1 0.32
		Terry Forsgren	0 0.00	1 2.56	0 0.00	1 2.56
		Tony Larsen	0 0.00	1 0.14	0 0.00	1 0.14
		<b>Assigned to Individual Total</b>	0 0.00	4 0.79	0 0.00	4 0.79
	Capitol Hosting	Conn Peterson	0 0.00	1 6.05	0 0.00	1 6.05
		Joe Benson	1 0.13	3 0.51	1 0.05	5 0.34
		Matt Dunlap	0 0.00	2 0.56	0 0.00	2 0.56
		<b>Assigned to Individual Total</b>	1 0.13	6 1.45	1 0.05	8 1.11
	Help Desk	Eileen Dubach	0 0.00	1 0.00	0 0.00	1 0.00
		Julie VanBeekum	0 0.00	2 0.00	0 0.00	2 0.00

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			High	Low	Medium	ATTIR Total
AGRC	Help Desk	Assigned to Individual Total	0 0.00	3 0.00	0 0.00	3 0.00
	Internal Application Development and Support	John Bracken	0 0.00	1 0.16	0 0.00	1 0.16
		Assigned to Individual Total	0 0.00	1 0.16	0 0.00	1 0.16
	Metro B Desktop Support	Peter Musser	0 0.00	1 0.48	0 0.00	1 0.48
		Assigned to Individual Total	0 0.00	1 0.48	0 0.00	1 0.48
	Network Operations	Jared Elzinga	0 0.00	2 0.30	0 0.00	2 0.30
		Kelli Okumura	0 0.00	1 0.16	0 0.00	1 0.16
		Michael Ostrander	0 0.00	0 0.00	1 0.91	1 0.91
		Assigned to Individual Total	0 0.00	3 0.25	1 0.91	4 0.42
	Voice Operations	Romanza Hamblin Sorensen	0 0.00	1 0.15	0 0.00	1 0.15
		Assigned to Individual Total	0 0.00	1 0.15	0 0.00	1 0.15
	Assigned Group Total			1 0.13	19 0.70	2 0.48
Customer Company Total			1 0.13	19 0.70	2 0.48	22 0.66

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## Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
AGRC	Application Services	Dustin Crump	0 0	1 0	0 0	1 0
		Martin Gonzalez	0 0	1 1	0 0	1 1
		Terry Forsgren	0 0	1 0	0 0	1 0
		Tony Larsen	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	4 1	0 0	4 1
	Capitol Hosting	Conn Peterson	0 0	1 1	0 0	1 1
		Joe Benson	1 0	3 0	1 0	5 0
		Matt Dunlap	0 0	2 0	0 0	2 0
		<b>Assigned to Individual Total</b>	1 0	6 1	1 0	8 1
	Help Desk	Eileen Dubach	0 0	1 0	0 0	1 0
		Julie VanBeekum	0 0	2 0	0 0	2 0

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AGRC

			High	Low	Medium	MR Total
AGRC	Help Desk	Assigned to Individual Total	0 0	3 0	0 0	3 0
	Internal Application Development and Support	John Bracken	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro B Desktop Support	Peter Musser	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Network Operations	Jared Elzinga	0 0	2 0	0 0	2 0
		Kelli Okumura	0 0	1 0	0 0	1 0
		Michael Ostrander	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	3 0	1 0	4 0
	Voice Operations	Romanza Hamblin Sorensen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Assigned Group Total		1 0	19 2	2 0	22 2
Customer Company Total			1 0	19 2	2 0	22 2



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## Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
AGRC	Application Services	Dustin Crump	0 0.00	1 0.87	0 0.00	1 0.87
		Martin Gonzalez	0 0.00	1 37.37	0 0.00	1 37.37
		Terry Forsgren	0 0.00	1 2.56	0 0.00	1 2.56
		Tony Larsen	0 0.00	1 2.50	0 0.00	1 2.50
		<b>Assigned to Individual Total</b>	0 0.00	4 10.83	0 0.00	4 10.83
	Capitol Hosting	Conn Peterson	0 0.00	1 6.05	0 0.00	1 6.05
		Joe Benson	1 0.59	3 0.73	1 0.16	5 0.59
		Matt Dunlap	0 0.00	2 2.77	0 0.00	2 2.77
		<b>Assigned to Individual Total</b>	1 0.59	6 2.30	1 0.16	8 1.82
	Help Desk	Eileen Dubach	0 0.00	1 0.00	0 0.00	1 0.00
		Julie VanBeekum	0 0.00	2 0.00	0 0.00	2 0.00

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			High	Low	Medium	ATTR Total
AGRC	Help Desk	Assigned to Individual Total	0 0.00	3 0.00	0 0.00	3 0.00
	Internal Application Development and Support	John Bracken	0 0.00	1 0.17	0 0.00	1 0.17
		Assigned to Individual Total	0 0.00	1 0.17	0 0.00	1 0.17
	Metro B Desktop Support	Peter Musser	0 0.00	1 2.78	0 0.00	1 2.78
		Assigned to Individual Total	0 0.00	1 2.78	0 0.00	1 2.78
	Network Operations	Jared Elzinga	0 0.00	2 0.49	0 0.00	2 0.49
		Kelli Okumura	0 0.00	1 3.56	0 0.00	1 3.56
		Michael Ostrander	0 0.00	0 0.00	1 2.33	1 2.33
		Assigned to Individual Total	0 0.00	3 1.51	1 2.33	4 1.72
	Voice Operations	Romanza Hamblin Sorensen	0 0.00	1 1.32	0 0.00	1 1.32
		Assigned to Individual Total	0 0.00	1 1.32	0 0.00	1 1.32
	Assigned Group Total		1 0.59	19 3.47	2 1.24	22 3.14
	Customer Company Total			1 0.59	19 3.47	2 1.24

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## Detail

INC000000556369	Reza Sarijlou	Application	Reporting	Changepoint		TIR Missed: No	0.16
	Internal Application Development at John Bracken		AGRC	Low	Closed	TTR Missed: No	0.17
INC000000558044	Matt Peters	Application	Error	None		TIR Missed: No	0.14
	Application Services	Tony Larsen	AGRC	Low	Closed	TTR Missed: No	2.50
INC000000559467	Matt Peters	Server	None	None		TIR Missed: No	0.74
	Capitol Hosting	Matt Dunlap	AGRC	Low	Resolved	TTR Missed: No	5.15
INC000000561261	Scott T Davis	None	None	None		TIR Missed: No	0.92
	Capitol Hosting	Joe Benson	AGRC	Low	Closed	TTR Missed: No	1.41
INC000000561623	Michael Foulger	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	AGRC	Low	Closed	TTR Missed: No	0.00
INC000000562148	Matt Peters	Server	Error	None		TIR Missed: No	0.05
	Capitol Hosting	Joe Benson	AGRC	Medium	Closed	TTR Missed: No	0.16
INC000000564645	Matt Peters	Server	None	None		TIR Missed: No	0.39
	Capitol Hosting	Matt Dunlap	AGRC	Low	Closed	TTR Missed: No	0.39
INC000000565007	Rick Kelson	Network	Performance	None		TIR Missed: Yes	6.05
	Capitol Hosting	Conn Peterson	AGRC	Low	Closed	TTR Missed: Yes	6.05
INC000000565570	Scott T Davis	Server	Error	None		TIR Missed: No	0.13
	Capitol Hosting	Joe Benson	AGRC	High	Resolved	TTR Missed: No	0.59
INC000000566555	Matt Peters	Network	Performance	None		TIR Missed: No	0.45
	Capitol Hosting	Joe Benson	AGRC	Low	Resolved	TTR Missed: No	0.45
INC000000567431	Matt Peters	Network	Performance	None		TIR Missed: No	0.59
	Network Operations	Jared Elzinga	AGRC	Low	Resolved	TTR Missed: No	0.88
INC000000567483	Matt Peters	None	None	None		TIR Missed: No	0.00
	Network Operations	Jared Elzinga	AGRC	Low	Resolved	TTR Missed: No	0.09
INC000000567668	Michael Foulger	Application	Error	None		TIR Missed: No	0.91
	Network Operations	Michael Ostrander	AGRC	Medium	Resolved	TTR Missed: No	2.33
INC000000567783	Matt Peters	Application	None	None		TIR Missed: Yes	2.56
	Application Services	Terry Forsgren	AGRC	Low	Resolved	TTR Missed: No	2.56
INC000000568141	Bert Granberg	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	AGRC	Low	Resolved	TTR Missed: No	0.00
INC000000568788	Bert Granberg	Application	None	Novell GroupWise		TIR Missed: No	0.32
	Application Services	Martin Gonzalez	AGRC	Low	Resolved	TTR Missed: Yes	37.37

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<b>INC000000569441</b>	David Buell	Application	None	Novell GroupWise	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	AGRC	Low	Resolved	TTR Missed: No	0.00
<b>INC000000569473</b>	Jessica Pechmann	Telecom	Voice Mail	Telephone	TIR Missed: No	0.15
Voice Operations	Romanza Hamblin Sorensen	AGRC	Low	Resolved	TTR Missed: No	1.32
<b>INC000000570645</b>	Rick Kelson	Network	None	None	TIR Missed: No	0.15
Capitol Hosting	Joe Benson	AGRC	Low	Resolved	TTR Missed: No	0.34
<b>INC000000570661</b>	Scott T Davis	Application	Error	Cisco AnyConnect VPN Client	TIR Missed: No	0.16
Network Operations	Kelli Okumura	AGRC	Low	Resolved	TTR Missed: No	3.56
<b>INC000000570973</b>	Steven Gourley	Application	Error	Cisco AnyConnect VPN Client	TIR Missed: No	0.48
Metro B Desktop Support	Peter Musser	AGRC	Low	Resolved	TTR Missed: No	2.78
<b>INC000000571454</b>	Michael Foulger	Mobile Devices	None	BlackBerry Configuration	TIR Missed: No	0.13
Application Services	Dustin Crump	AGRC	Low	Resolved	TTR Missed: No	0.87